

COMMUNITY LINKS
Position Description

Position Title: Telephone Reassurance

Purpose: Volunteers provide a caring call on a daily or weekly basis to a senior living independently in order to check on their well-being.

Duties and Responsibilities:

- To abide by Community Links Code of Conduct and Statement of Confidentiality.
- To treat clients, other volunteers and staff with respect and dignity.
- To record volunteer time on assigned forms, and to turn in these forms at the end of each month.
- To inform supervisor in a timely manner concerning vacation, illness etc. that would require a substitute volunteer.
- To perform only those requests authorized by Community Links.
- To be prompt in keeping appointments and adhering to agreed upon schedules.
- To report as soon as possible any problems or concerns regarding a specific client or event.
- To telephone a senior, to check on their well being, based upon a mutually agreeable schedule.

Time Requirements:

- Time commitment varies depending on assignments, but could require as little as 15 minutes/day.
- Volunteers always have the right to refuse assignments.

Orientation and Training:

- Orientation to Community Links
- Direction and support from the Senior Outreach Coordinator.

Benefits:

- Make a difference in your community
- Be part of a successful agency
- Opportunity to become aware of social issues
- Meet new people
-

Skills, Qualifications and Eligibility Requirements:

- Volunteer must be reliable.
- Volunteer must have good listening and communication skills.
- Volunteer must be compassionate, respectful, patient and sensitive to the needs of the elderly.
- Volunteers must provide 3 references and complete a police information check every 3 years

Supervision:

Charlett Hedman
Senior Outreach Worker
403-945-3900
asop@nrvc.ab.ca

Marissa Hammer
Coordinator of Volunteer Services
403-945-3900
marissah@nrvc.ab.ca